



# ActivPanel 9

User Guide

TP-3169 ActivPanel 9

V01

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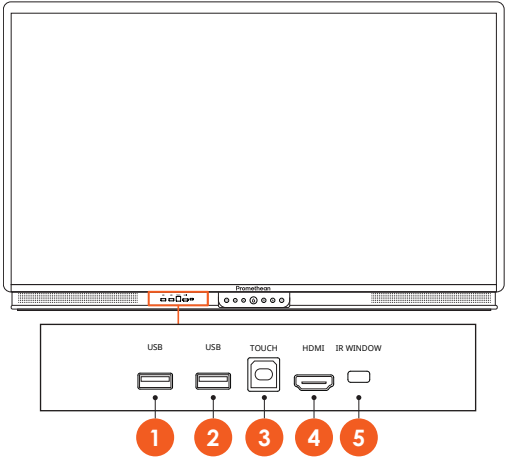
# Table of contents

Copyright information	2
Overview	4
Interfaces	4
Controls	9
Setup	11
Installing batteries in the ActivPanel 9 remote control	11
Switching on the ActivPanel 9	12
Setting up the ActivPanel for the first time	13
Connecting a laptop or desktop computer to the ActivPanel	16
Selecting an HDMI source	17
Connecting to the Internet on the ActivPanel	19
Operation	24
About the menu	24
Accessing the menu	26
Opening apps	28
Changing visual, audio and interaction settings	29
Updating the ActivPanel 9 firmware	34
Warranty, registration and support	36
Warranty	36
Registration	36
Support	36
Troubleshooting	37
ActivPanel 9	37

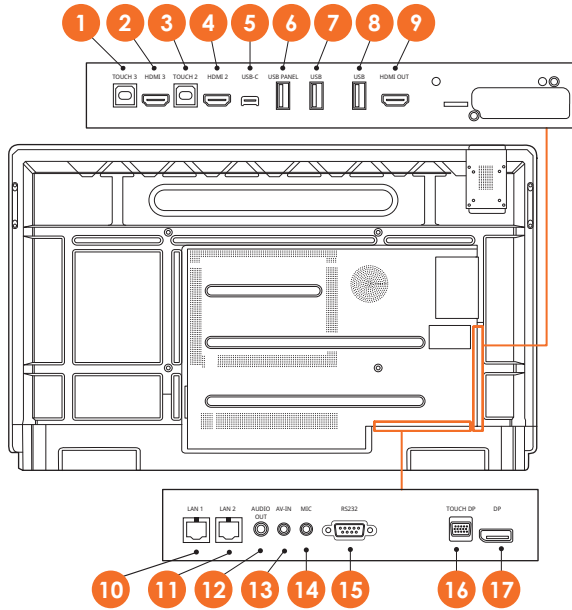
# Overview

## Interfaces

### AP9-A65

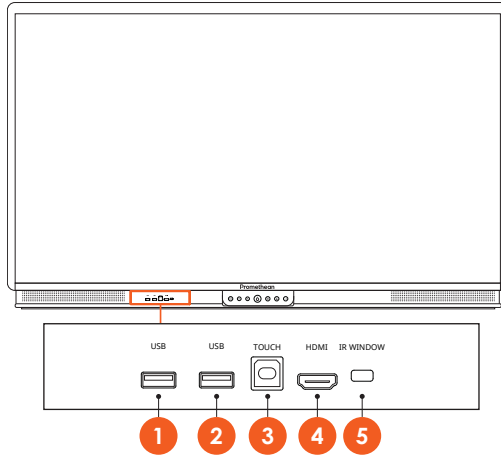


1	USB	2	USB
3	TOUCH	4	HDMI
5	IR WINDOW		

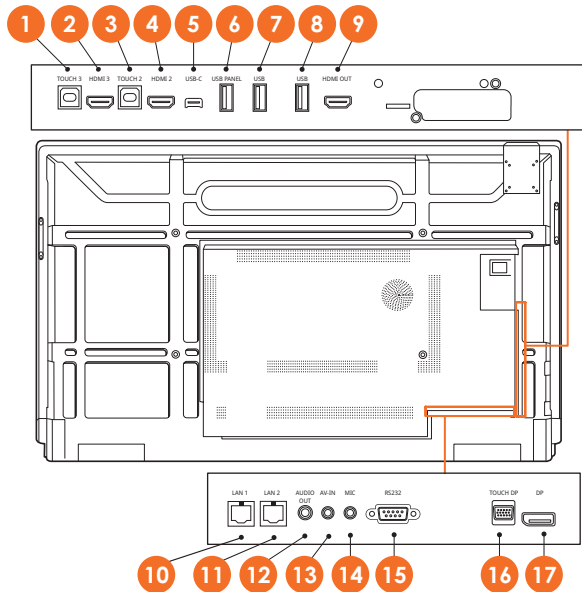


<b>1</b>	TOUCH 3	<b>2</b>	HDMI 3
<b>3</b>	TOUCH 2	<b>4</b>	HDMI 2
<b>5</b>	USB-C	<b>6</b>	USB PANEL
<b>7</b>	USB	<b>8</b>	USB
<b>9</b>	HDMI OUT	<b>10</b>	LAN 1
<b>11</b>	LAN 2	<b>12</b>	AUDIO OUT
<b>13</b>	AV-IN	<b>14</b>	MIC
<b>15</b>	RS232	<b>16</b>	TOUCH DP
<b>17</b>	DP		

# AP9-A75

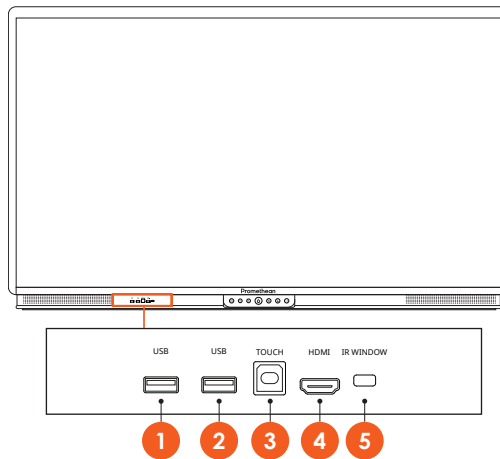


1	USB	2	USB
3	TOUCH	4	HDMI
5	IR WINDOW		

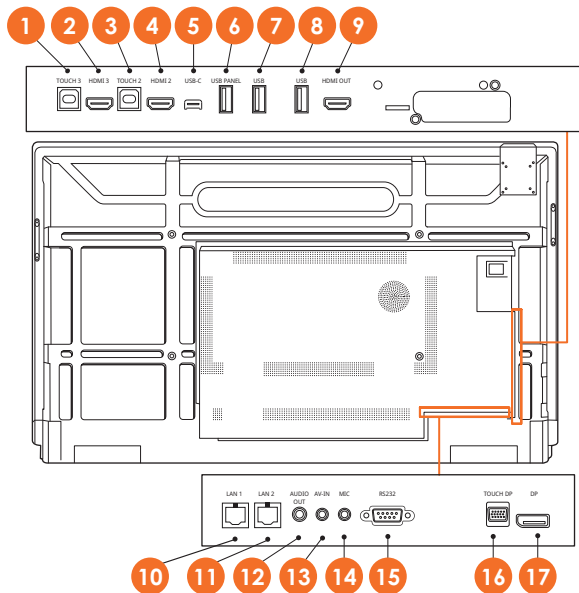


1	TOUCH 3	2	HDMI 3
3	TOUCH 2	4	HDMI 2
5	USB-C	6	USB PANEL
7	USB	8	USB
9	HDMI OUT	10	LAN 1
11	LAN 2	12	AUDIO OUT
13	AV-IN	14	MIC
15	RS232	16	TOUCH DP
17	DP		

## AP9-A86



1	USB	2	USB
3	TOUCH	4	HDMI
5	IR WINDOW		



<b>1</b>	TOUCH 3	<b>2</b>	HDMI 3
<b>3</b>	TOUCH 2	<b>4</b>	HDMI 2
<b>5</b>	USB-C	<b>6</b>	USB PANEL
<b>7</b>	USB	<b>8</b>	USB
<b>9</b>	HDMI OUT	<b>10</b>	LAN 1
<b>11</b>	LAN 2	<b>12</b>	AUDIO OUT
<b>13</b>	AV-IN	<b>14</b>	MIC
<b>15</b>	RS232	<b>16</b>	TOUCH DP
<b>17</b>	DP		



# Controls

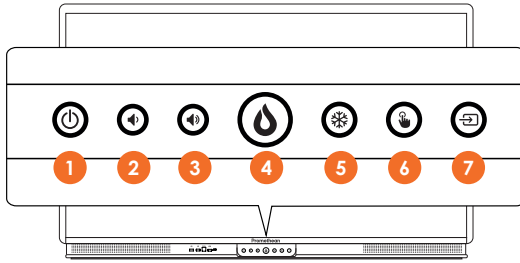
## ActivPanel 9

You can control the ActivPanel 9 in the following ways:

- With the buttons on the control panel on the front of the device.
- With the buttons on the remote control.
- Using touch to manipulate menus and controls on screen.

You can access basic controls, as well as On-Screen Display (OSD) menus for adjusting audio and visual settings.

## Control panel

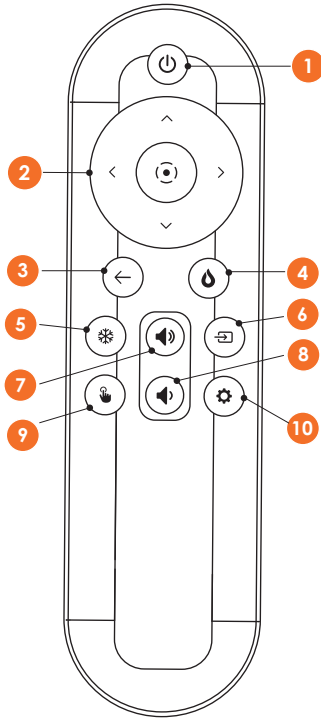


1	Power on/off	2	Decrease volume
3	Increase volume	4	Menu
5	Freeze screen	6	Touch on/off
7	Select source		

The Power on/off and the Menu button light up to indicate whether the panel is powered on, in standby or in sleep mode.

	Power on	Standby	Sleep
Power on/off button	○	●	●
Menu button	○	○	-

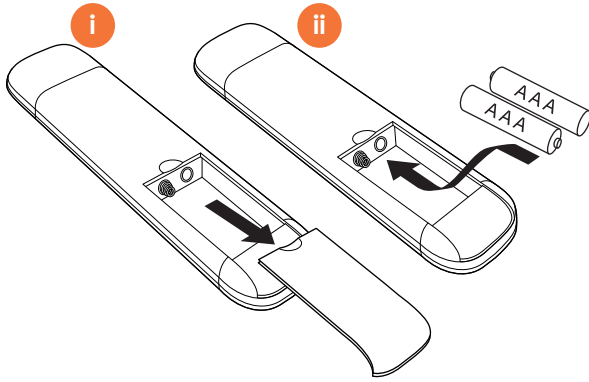
## Remote control



<b>1</b>	Power on/off	<b>2</b>	Confirm current selection/operation cursor keys: <ul style="list-style-type: none"><li>• up/down: select item to be adjusted</li><li>• left/right: adjust value of selected item</li></ul>
<b>3</b>	Back	<b>4</b>	Display OSD menus
<b>5</b>	Freeze screen	<b>6</b>	Open source menu
<b>7</b>	Increase volume (+)	<b>8</b>	Decrease volume (-)
<b>9</b>	Touch on/off	<b>10</b>	Settings

# Setup

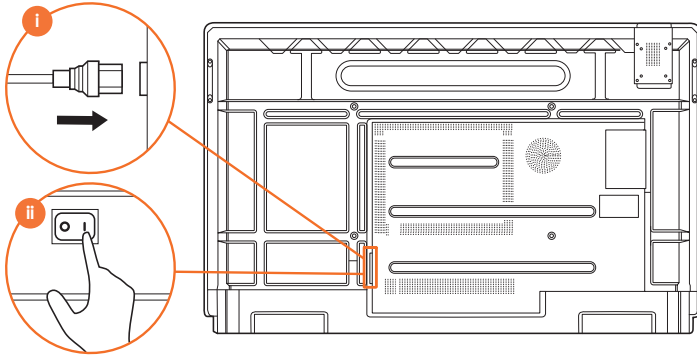
## Installing batteries in the ActivPanel 9 remote control



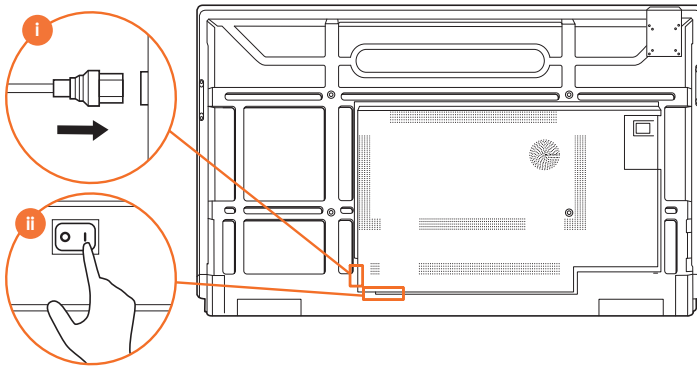
# Switching on the ActivPanel 9

1

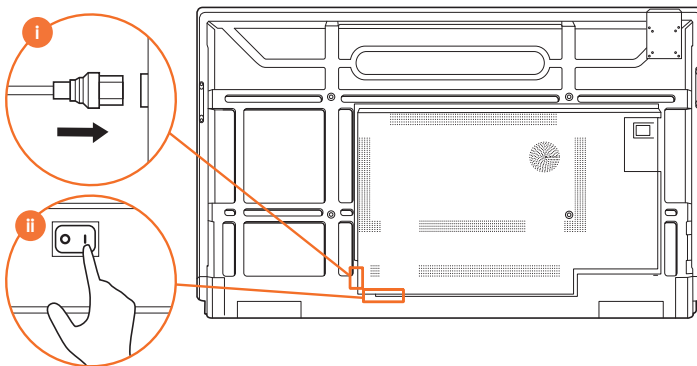
**AP9-A65**



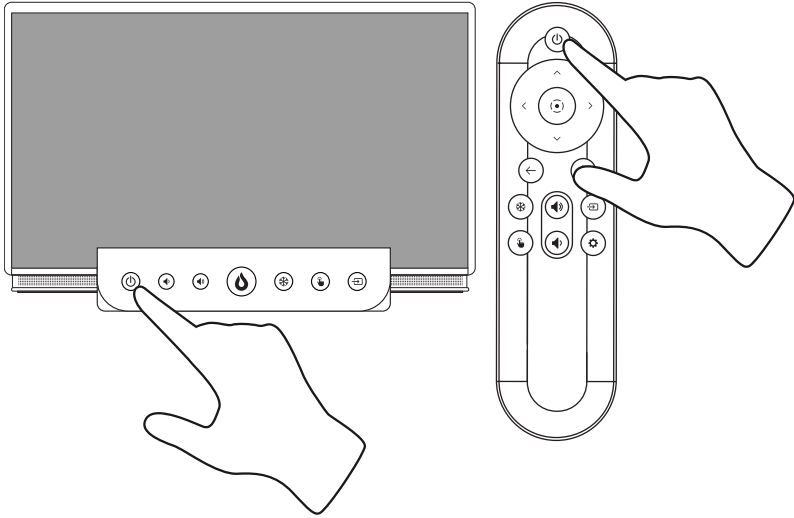
**AP9-A75**



**AP9-A86**

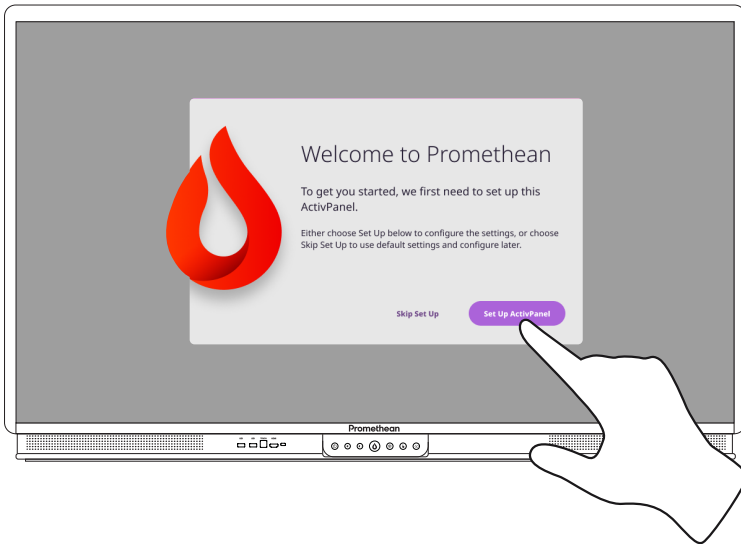


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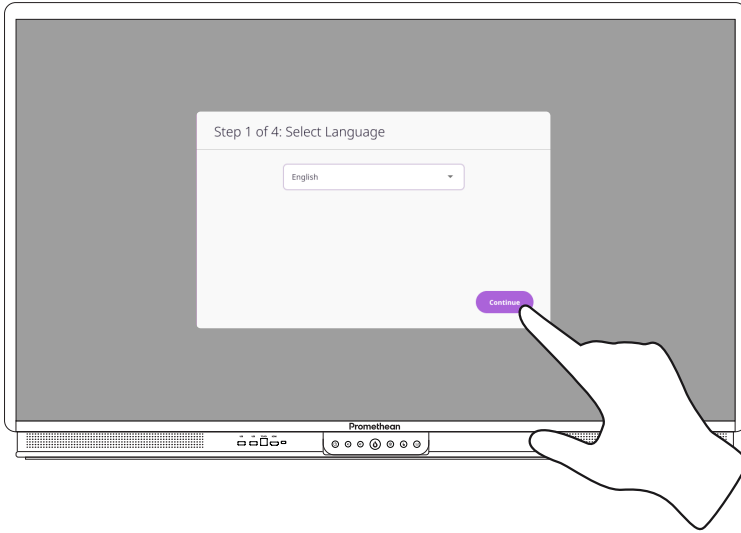


## Setting up the ActivPanel for the first time

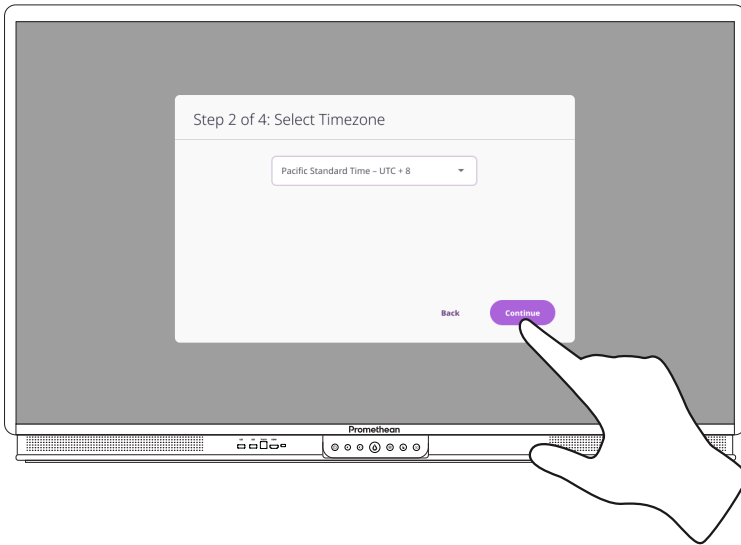
1



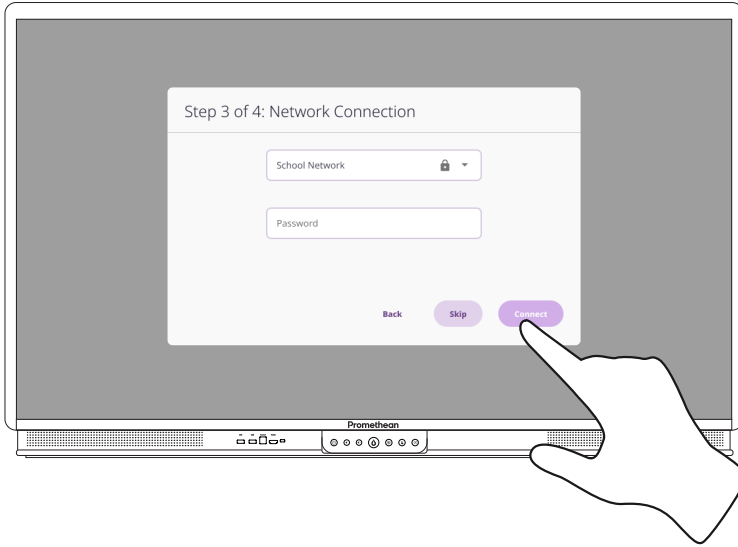
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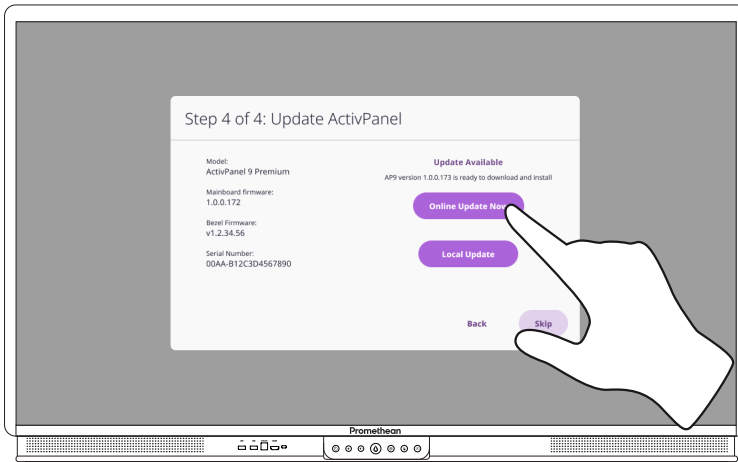
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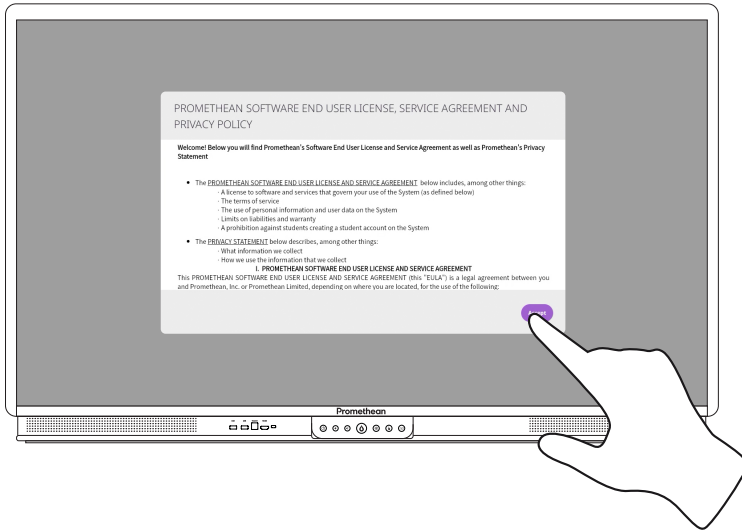


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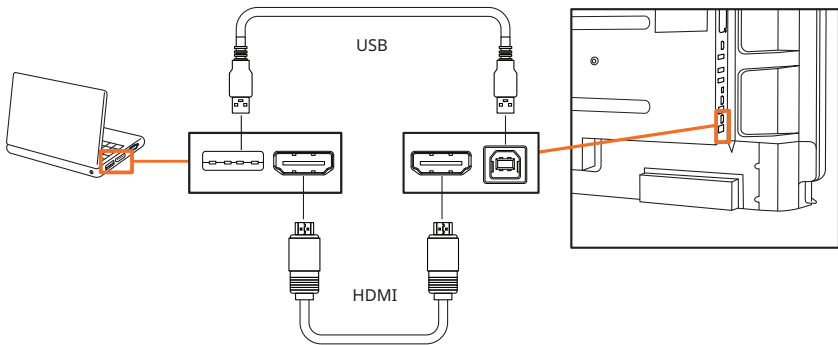


5





## Connecting a laptop or desktop computer to the ActivPanel

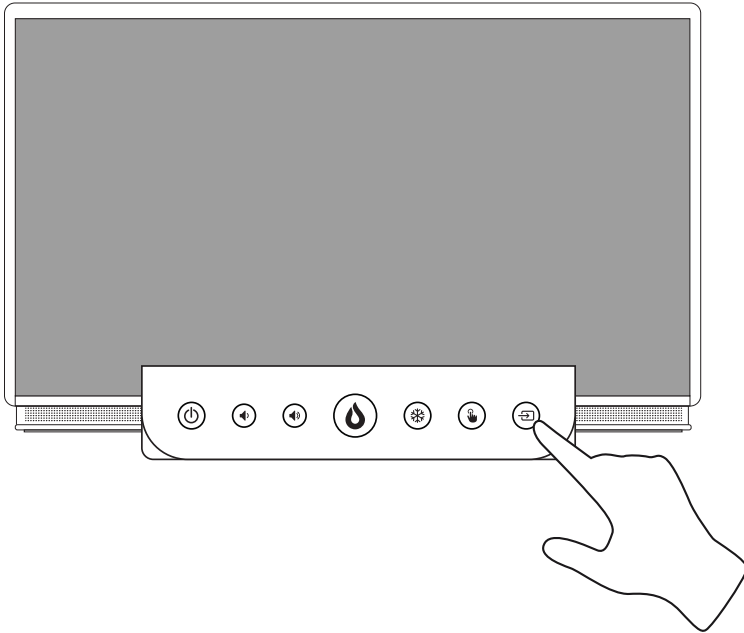




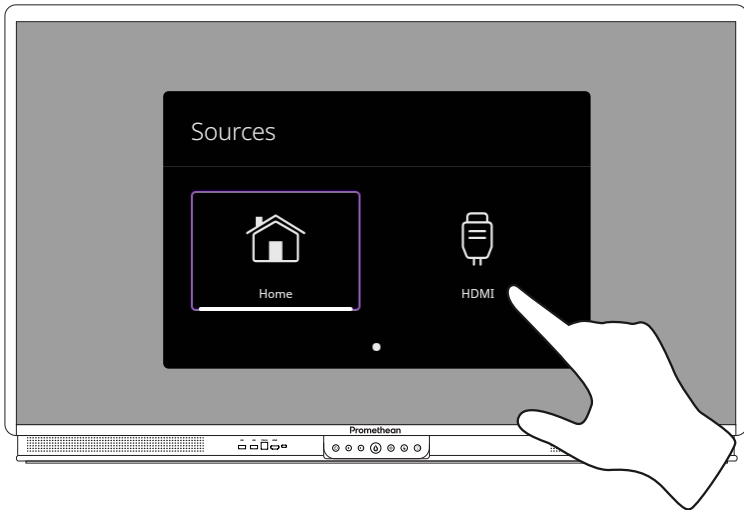
# Selecting an HDMI source

## Selecting an HDMI source on the ActivPanel

1

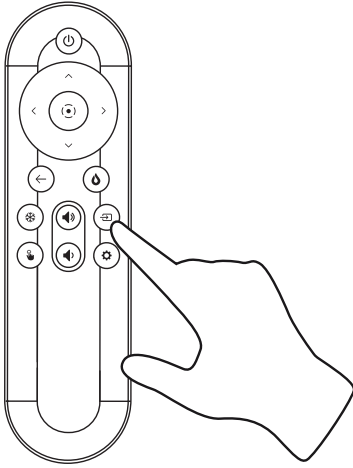


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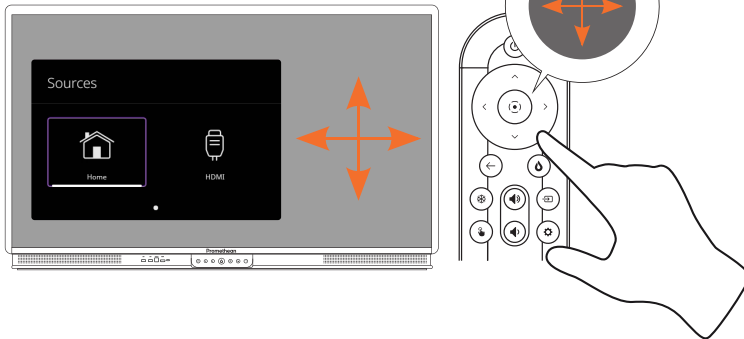


## Selecting an HDMI source using the remote control

1

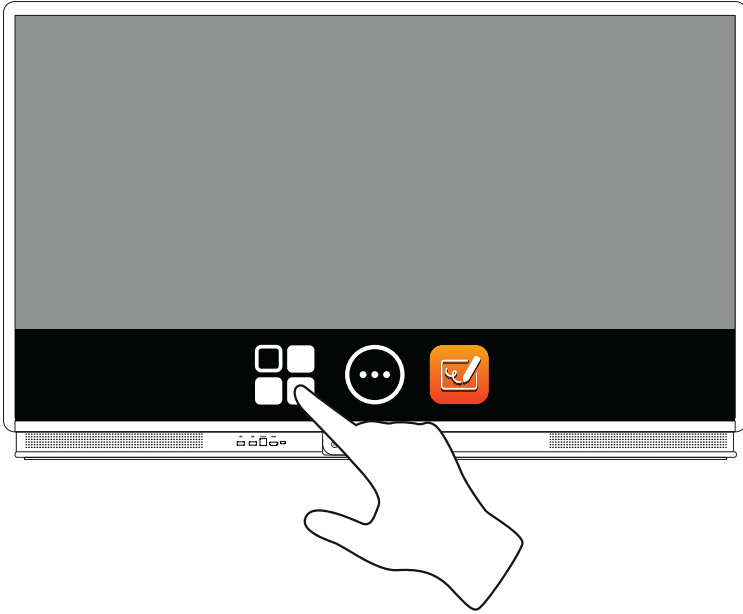


2



# Connecting to the Internet on the ActivPanel

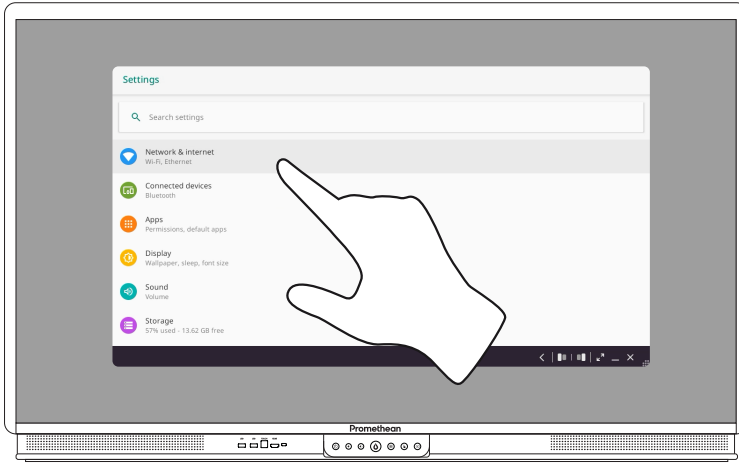
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2

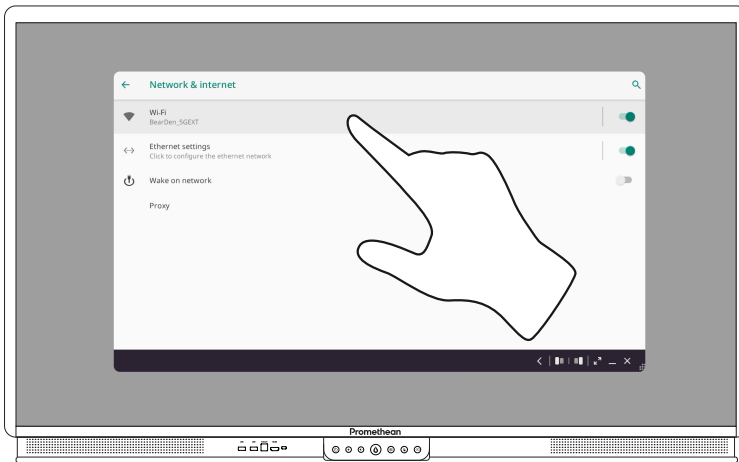


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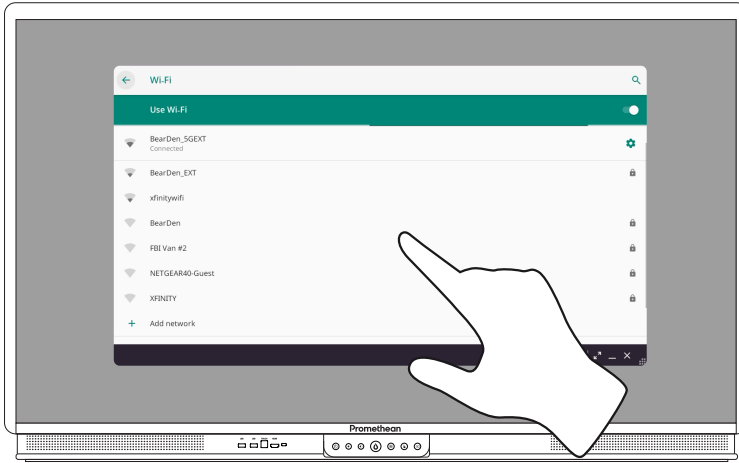


## Connecting to a wireless network

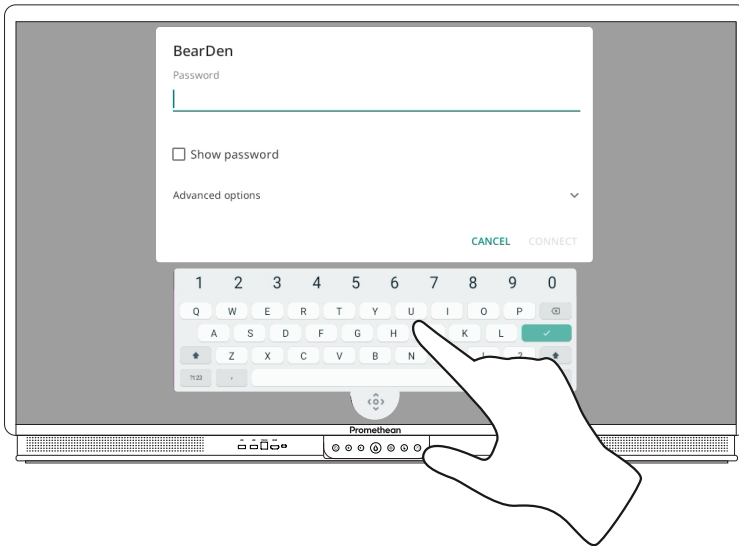
1



2

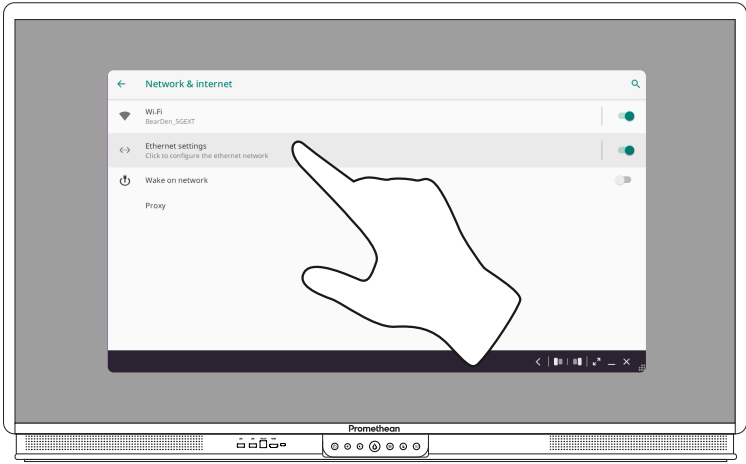


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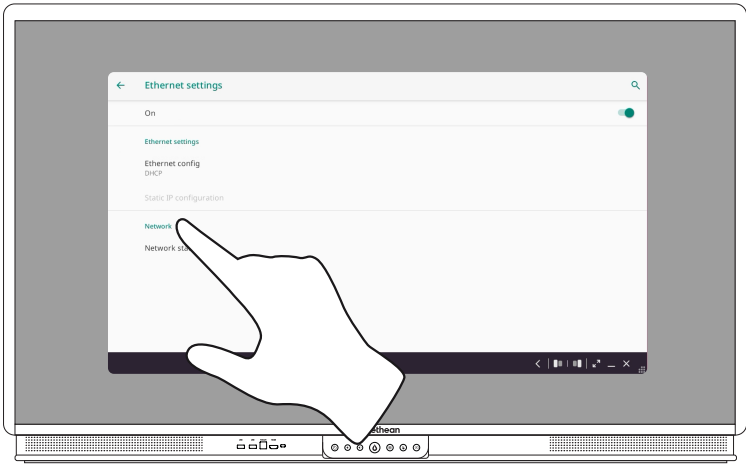


# Connecting to an ethernet network

1

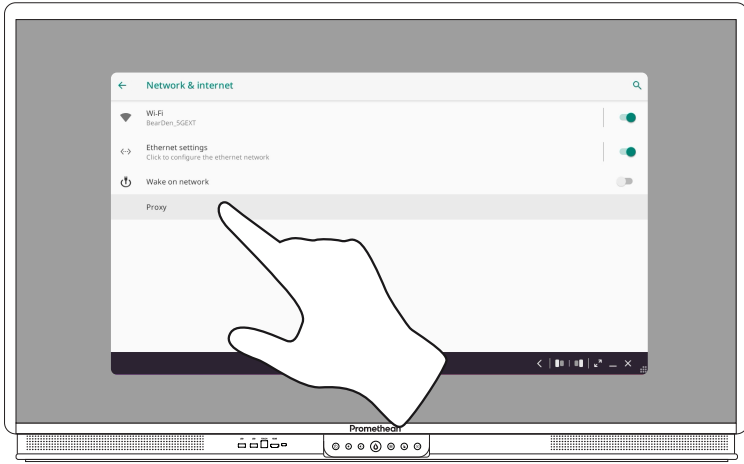


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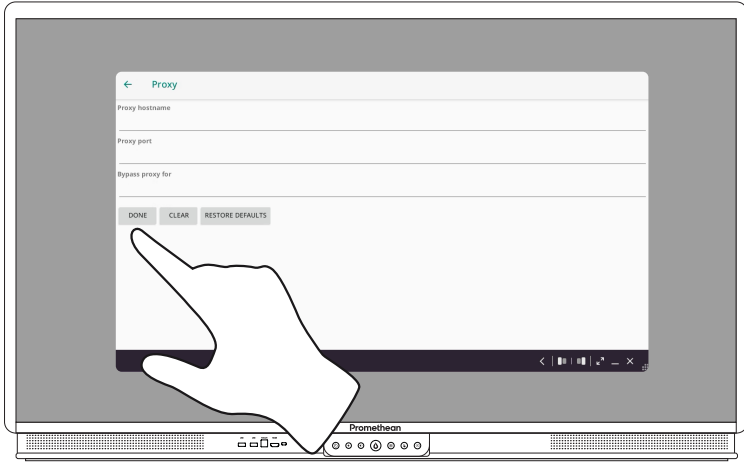


# Changing the network proxy settings

1










2














# Operation

## About the menu

Icon	Name	Description
	<b>Activities</b>	
	<b>Annotate</b>	Adds a drawing layer on top of the current screen.
	<b>Back</b>	Navigates to the previous screen.
	<b>Blockly</b>	Visualizes programming language in simple blocks that can be converted into complex programming code.
	<b>Capture</b>	Captures a screenshot of the current screen.
	<b>Cloud connect</b>	Connects a user to cloud drives like Google Drive and Microsoft OneDrive.
	<b>Home</b>	Navigates to the main menu.



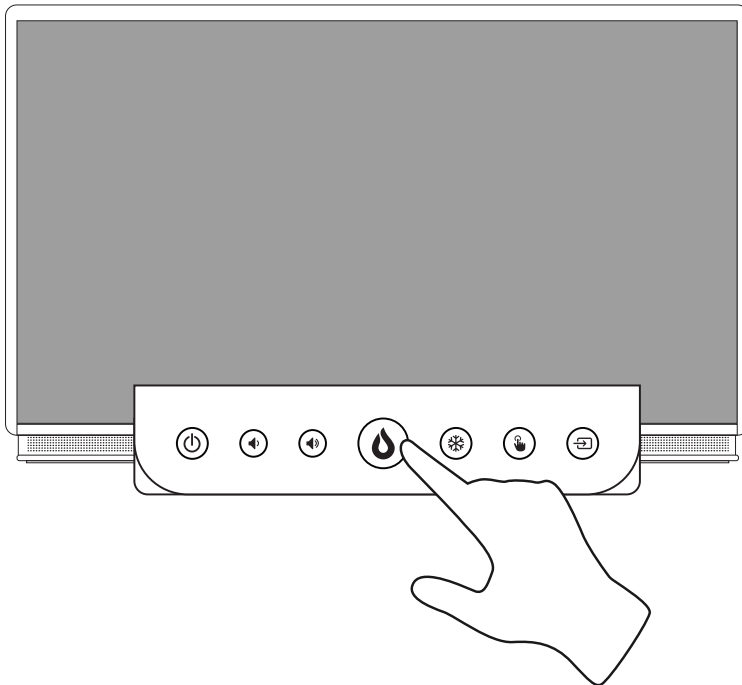
Icon	Name	Description
	<b>Locker</b>	Includes the following sub menus: <ul style="list-style-type: none"> <li>• Apps (provides access to all applications)</li> <li>• Settings (provides access to the ActivPanel 9 settings such as brightness, volume, and language)</li> </ul>
	<b>Open Apps</b>	Navigates to currently open apps.
	<b>Panel management</b>	Enrolls panels into the Promethean Panel Management.
	<b>Promethean Account</b>	Signs users into their Promethean account where they can customize their panel experience.
	<b>Screen Recording</b>	Records content displayed on the panel to an MP4 video file.
	<b>Screen Share</b>	Launches the Screen Share software.
	<b>Source</b>	Changes the input source.
	<b>Spinner</b>	Provides random selection with configurable spinners.

Icon	Name	Description
	<b>Timer</b>	Floating countdown Timer, Stopwatch, and Clock for time management.
	<b>Update</b>	Installs the latest available version of ActivPanel firmware.
	<b>Whiteboard</b>	Turns the screen into an interactive whiteboard.

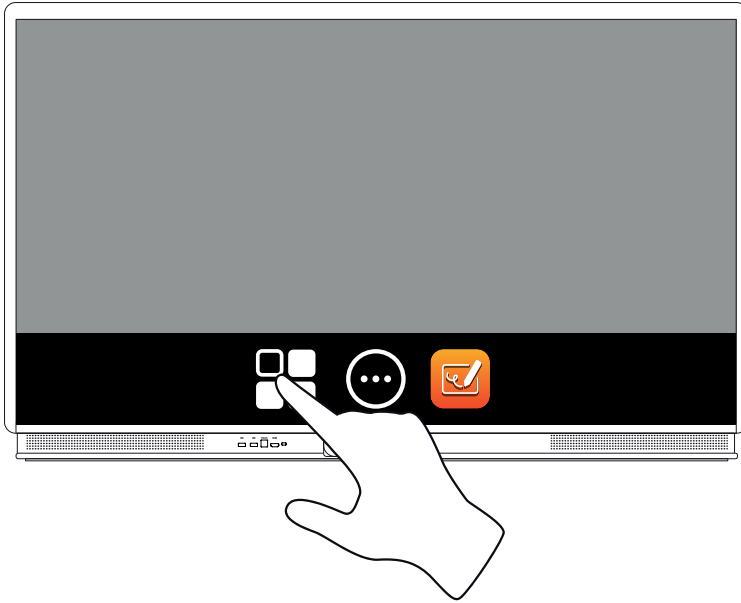
## Accessing the menu

### Accessing the menu from the ActivPanel

1

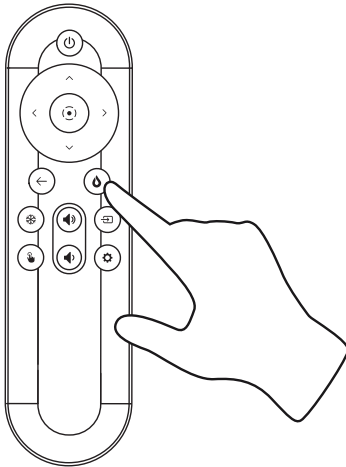


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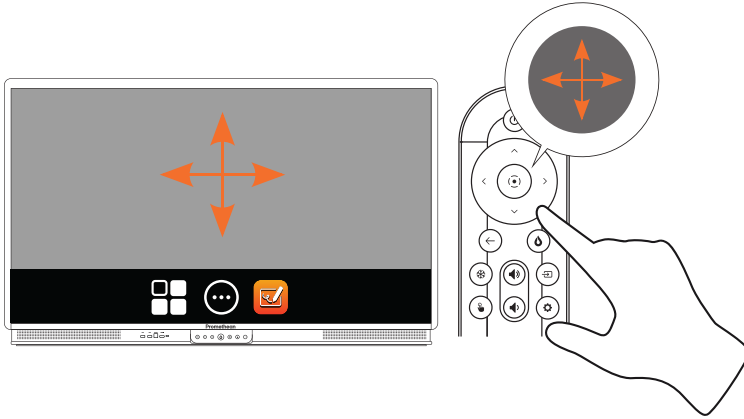


## Accessing the menu using the remote control

1

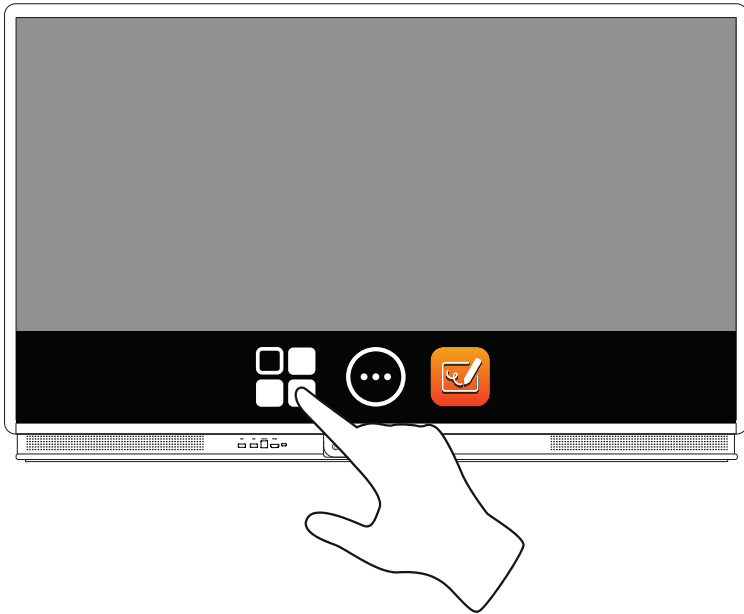


2



## Opening apps

1



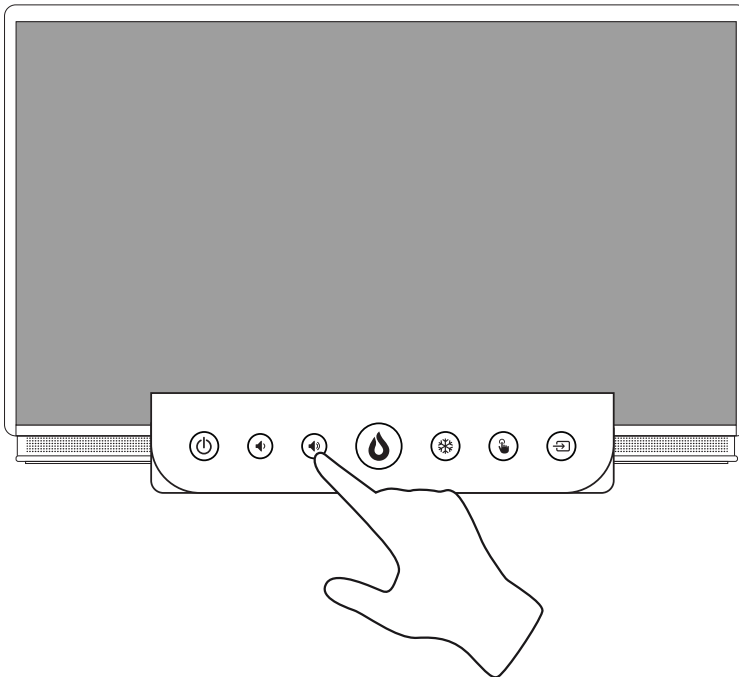
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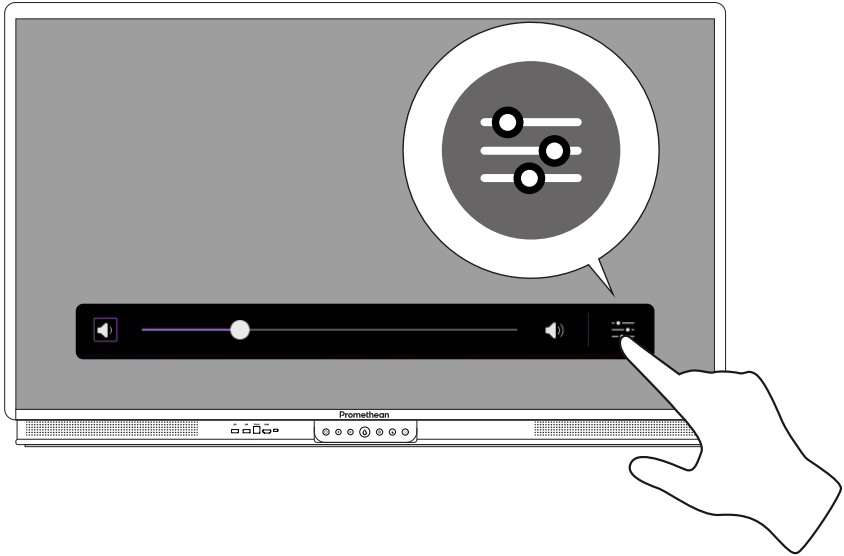
## Changing visual, audio and interaction settings

### Changing visual, audio and interaction settings from the ActivPanel

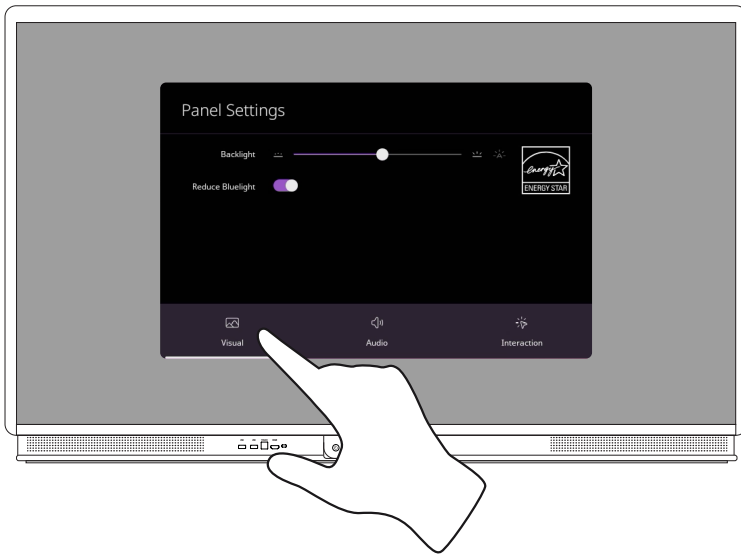
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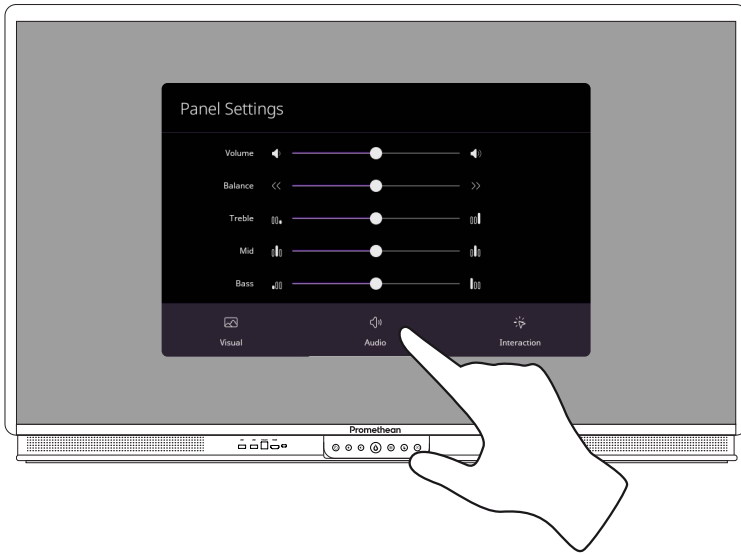
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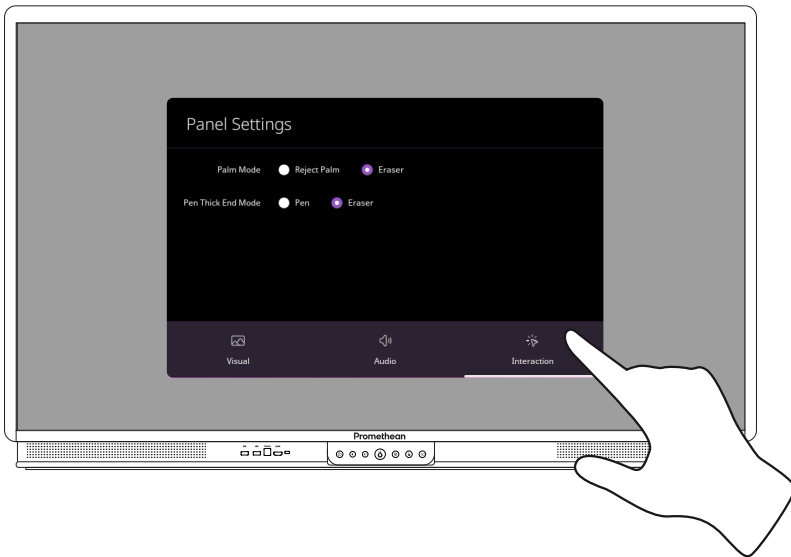
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4

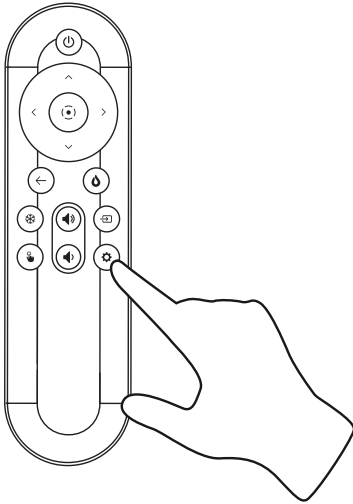


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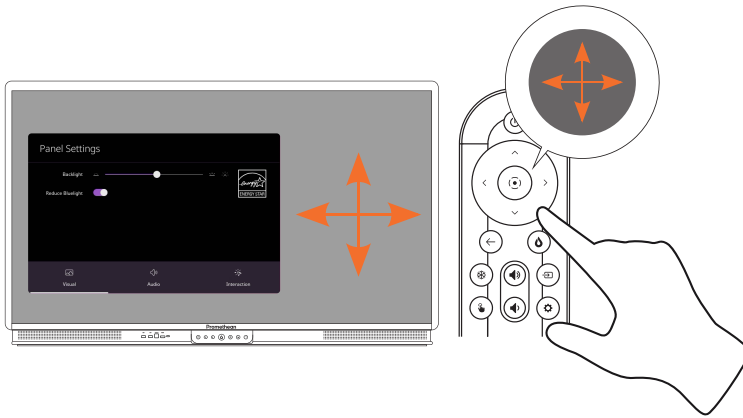


## Changing visual, audio and interaction settings using the remote control

1



2



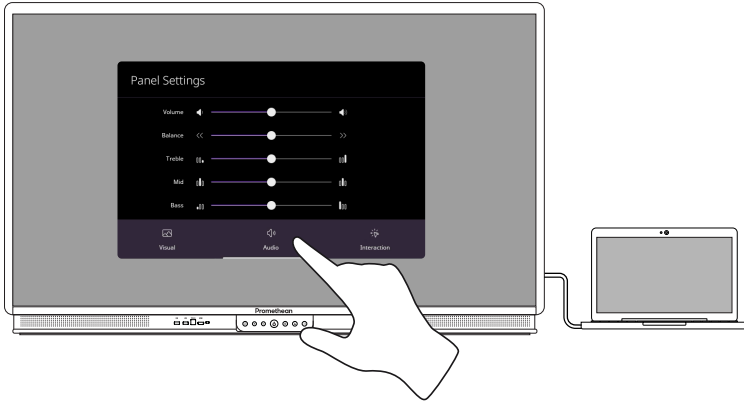


# Changing visual, audio and interaction settings from an external source

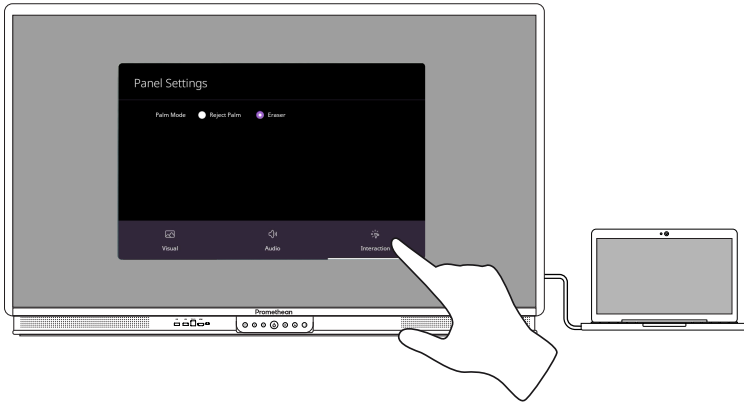
1



2

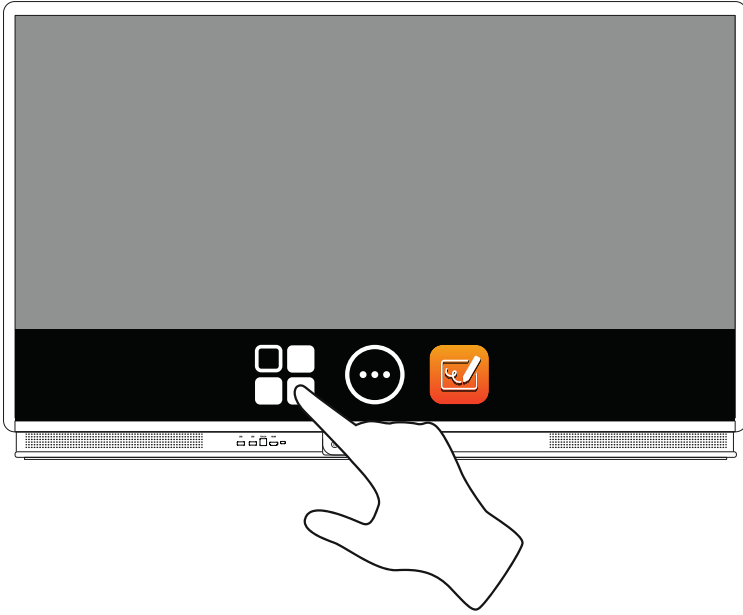


3



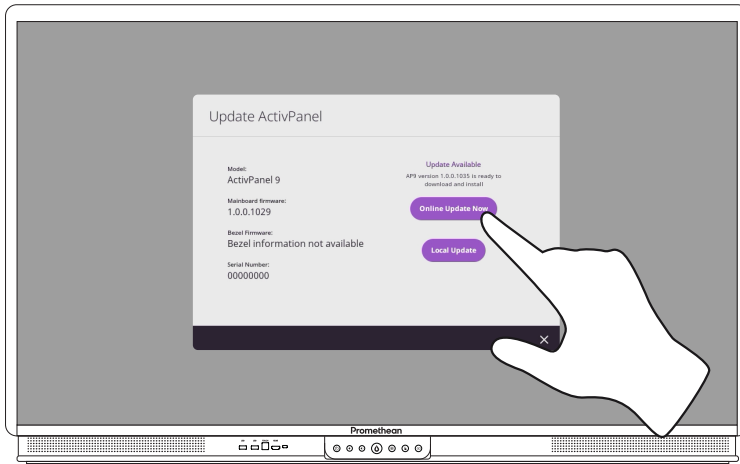
# Updating the ActivPanel 9 firmware

1



2





# Warranty, registration and support

## Warranty

- Promethean is confident in its product quality and to support this, offers an exceptional warranty for its parts and materials to be free of defects from date of installation (when registered). To view warranty information for your region, visit <https://www.prometheanworld.com/activcare>
- The installation of this product should be completed by a Promethean trained installer or other qualified installer. Promethean cannot warrant any fault occurring due to improper installation.
- This product is designed and manufactured to operate within defined design limits.
- Use of components not supplied by Promethean or not meeting minimum specifications may impact performance and affect the warranty.

## Registration

- To ensure you maximize the standard warranty offered or if you have purchased an enhanced warranty and need to activate it, please register the product within 90 days of installation at: <http://registration.prometheanworld.com>

## Support

- If your Promethean product suffers a fault, please visit our Support Portal for initial troubleshooting: <https://support.prometheanworld.com>
- If the troubleshooting does not correct the fault, please contact Promethean Technical Customer Support via our Support Portal: <https://support.prometheanworld.com/contact>

# Troubleshooting

## ActivPanel 9

If your ActivPanel 9 is not operating correctly, please check the following table before contacting Technical Customer Support.

<b>Problems</b>	<b>Solutions</b>
No sound	<ul style="list-style-type: none"><li>• Try increasing the volume of the speaker.</li><li>• Check that the ActivPanel 9 is not turned off.</li><li>• Check the ActivPanel 9 volume level.</li><li>• Make sure the correct input is selected.</li><li>• Make sure the correct cables are properly connected.</li></ul>
Remote Control does not work	<ul style="list-style-type: none"><li>• Make sure the batteries are correctly inserted.</li><li>• Take the batteries out and clean the terminals in the remote and the ends of the batteries.</li><li>• If reinserting the battery has no effect, please replace the battery.</li></ul>
No power	<ul style="list-style-type: none"><li>• Make sure the AC power cable is securely connected to a power outlet.</li><li>• Make sure the AC socket is properly connected.</li><li>• Try another electrical device on the power outlet to ensure that there is an electrical current.</li></ul>

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